

**VA**



U.S. Department  
of Veterans Affairs

Office of Patient Care Services  
Health Outcomes Military Exposures  
War Related Illness and Injury Study Center

# **GWIMERIC**

## **Project 1: ENHANCING QUALITY OF CARE FOR GULF WAR ILLNESS THROUGH CLINICIAN AWARENESS AND SUPPORT**

Shannon Nugent, PhD





# IMPACT

We want to ensure that all VA clinicians are aware of GWI, can identify GWI and know what resources are available to manage GWI



# PROJECT 1: ENHANCING QUALITY OF CARE FOR GWI THROUGH CLINICIAN AWARENESS AND SUPPORT

## **Project #1 Team**

**Project Lead:** Shannon Nugent, PhD

**Co-Investigators:** Alison Phillips, PhD, Megan Lafferty, PhD, Elizabeth R. Hooker, MPH,  
Matthew J. Bair, MD

## **Operational Partners:**

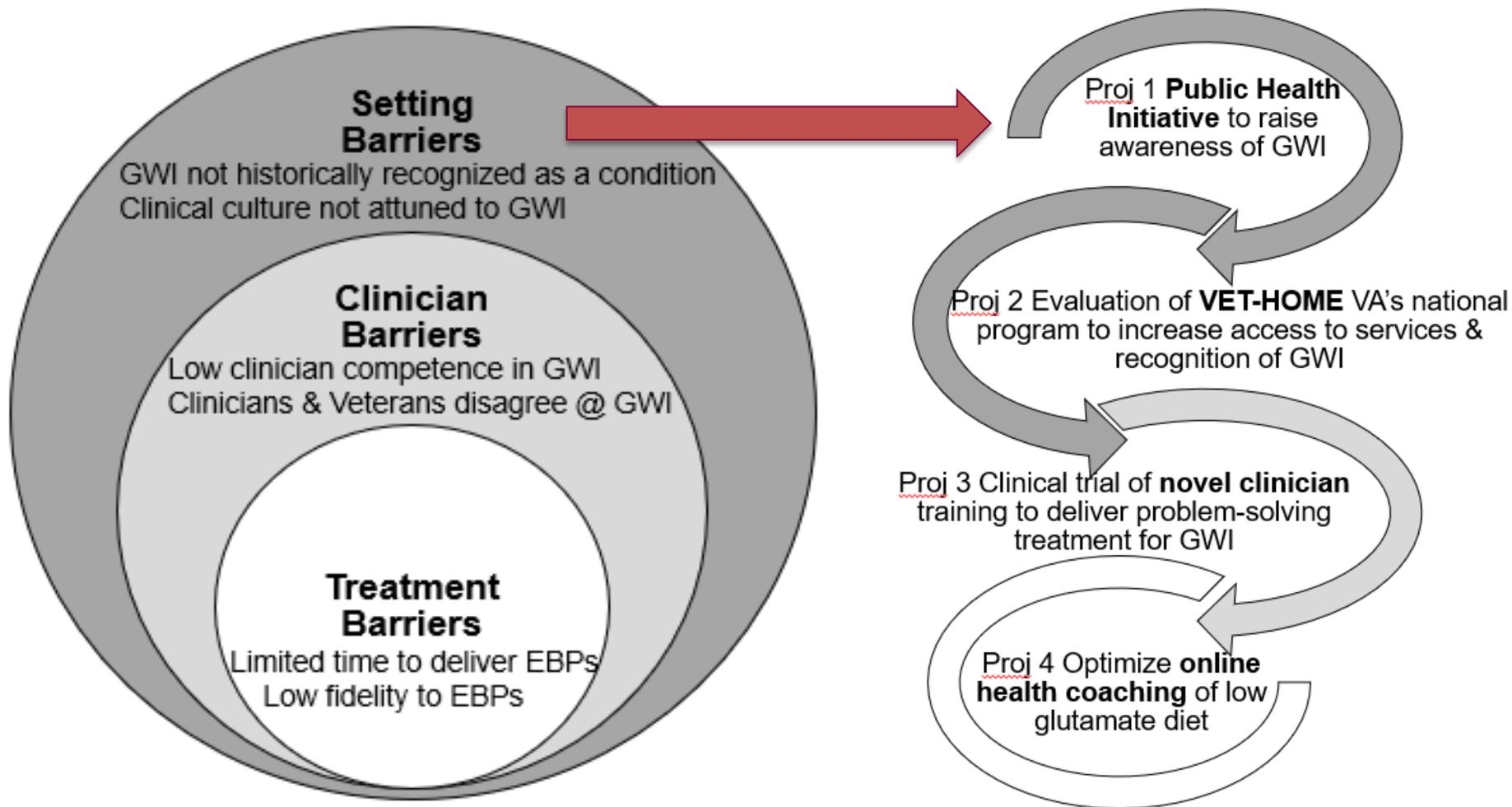
Office of Primary Care

Office of Patient Centered Care and Cultural Transformation

War Related Illness and Injury Study Center



# GW I IMPLEMENTATION MERIC

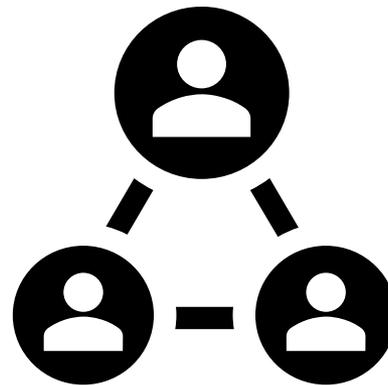




# PROBLEM

**53-year-old female, caregiver of Navy Veteran:** “They're not getting help, or they're going to doctors that have never even heard of Gulf War Illness, that's usually the case. I think everybody needs to know what Gulf War Illness is.”

**55-year-old female, Army Veteran:** “We really just need to be believed. They need a doctor, or the system to believe that there really could be something wrong with them, and it really could be service connected.”





# PROBLEM

- Development of educational resources is not enough.
- Despite education on GWI being available, uptake is low.
- Clinicians do not feel there is system level support for improving knowledge of and care for GWI.



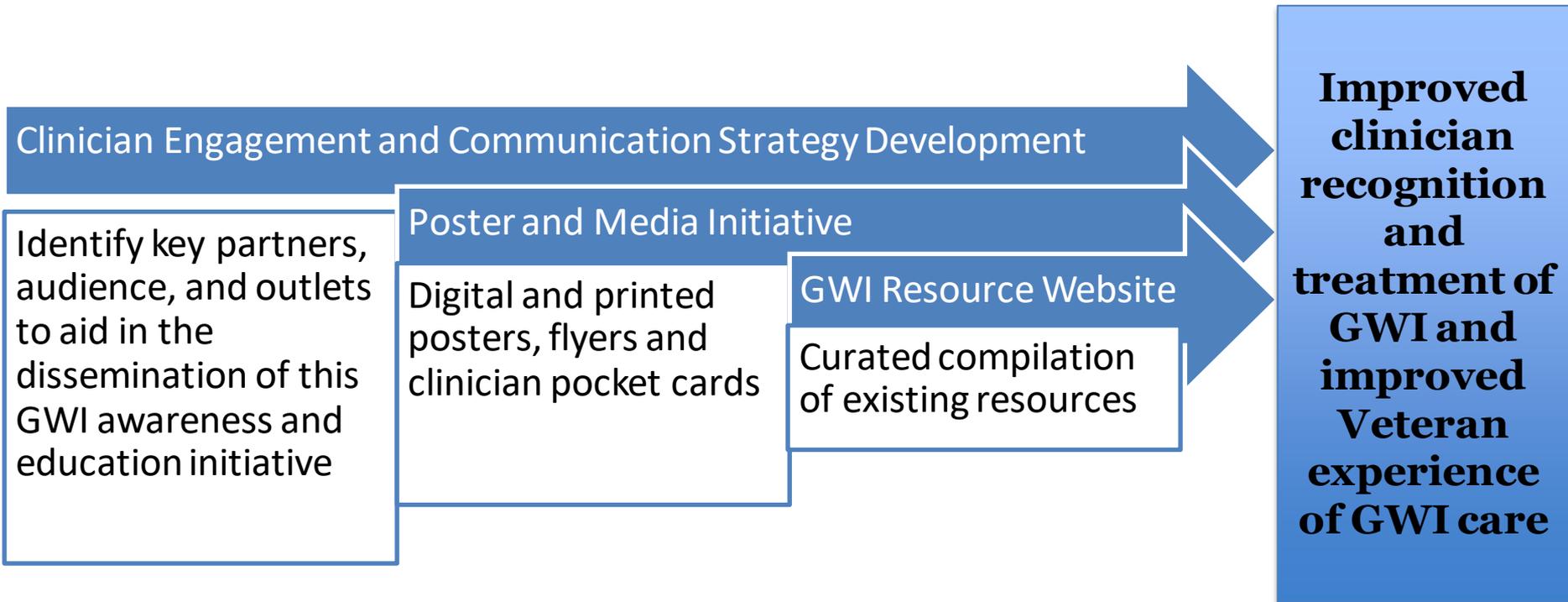
# PROPOSED SOLUTION

We propose to develop and implement a multimodal GWI awareness initiative

1. Enhance clinician recognition of GWI.
2. Support clinicians so that they are better equipped to engage patients with GWI.



# PROPOSED SOLUTION





# APPROACH

## Aim 1: User-centered design to develop GWI awareness and support initiative

**YOU MATTER**  
So does your Gulf War Illness

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 You and your service matter to all of us.

 These exposure concerns matter to all of us.

 Let's have this conversation and let's get things done!

 Scan the QR code to find out more about exposure health and your VA care.

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# APPROACH

**Aim 2:** Examine impact of GWI awareness initiative on clinician knowledge of GWI and Veteran satisfaction with GWI care.

- 4 VAMCs will receive our initiative and 4 controls

## Veteran effectiveness outcomes

Satisfaction with GWI care  
Perception of clinician GWI knowledge

## Clinician effectiveness outcomes

Clinician knowledge and confidence of GWI care  
Exposure to GWI resources  
Utilization of GWI resources



# IMPACT

Improving clinical culture such that it is adequately attuned and systemically supported to address GWI will significantly improve the care of Veterans with GWI.